

WHAT IS CLAIMED IS:

1. A system for computing indices representing quality of service rendered via multiple communication channels, wherein the quality of service indices comprise multiple components, and wherein values assigned to ones of the multiple components are based upon quality of service data potentially received from multiple service data sources, the system comprising:

a quality of service data input interface that receives quality of service data, the quality of service data comprising service transaction records, each service transaction record including a source ID identifying a service rendering entity, a channel ID

identifying a communications channel associated with a rendered service transaction, and at least one factor value associated with the rendered service transaction;

a raw service data store comprising one or more tables for storing the received quality of service data; and

an index aggregator for computing a service index based upon the quality of service data maintained by the raw service data store and an index definition, and wherein the index definition specifies a set of index components and a component weighting definition.

2. The system of claim 1 further comprising a subscriber interface enabling users to specify a service transaction index to be reported by the index aggregator.

3. The system of claim 2 wherein the subscriber interface includes a customization component enabling a user to specify a customized index including a set of component data definitions differing from a pre-programmed index.

4. The system of claim 3 wherein the specified set of component data definitions includes a specified sector filter.

5. The system of claim 3 wherein the specified set of component data definitions includes a specified channel filter.

6. The system of claim 3 wherein the specified set of component data definitions includes a specified factor filter.

7. The system of claim 3 wherein the specified set of component data definitions includes a specified transaction frequency filter.

8. The system of claim 2 wherein the subscriber interface includes a customization component enabling a user to define a customized index including a component weighting definition differing from a pre-programmed index.

9. The system of claim 8 wherein the component weighting definition includes applying differing weight to service transaction data associated with particular channels.

10. The system of claim 8 wherein the component weighting definition includes applying weights to data in the service transaction records based upon specified factor value types.

11. The system of claim 1 wherein the set of index components comprise both internal and external index components.

12. The system of claim 11 wherein at least one of the external index components is based upon summary quality of service data received from a data source.

13. The system of claim 1 wherein quality of service data transaction records include individual service transactions.

14. The system of claim 1 wherein quality of service data transaction records include summary records representing aggregated data from multiple service transactions.

15. The system of claim 2 wherein the subscriber interface includes a set of comparative methods that, in association with reporting methods, displays two or more rendered indices to facilitate comparison by subscribers.

5 16. A method for generating, by a system, indices representing quality of service rendered via multiple communication channels, wherein the quality of service indices comprise multiple components, and wherein values assigned to ones of the multiple components are based upon quality of service data potentially received from multiple service data sources, the method comprising the steps of:

10 receiving, by a quality of service data input interface, quality of service data, the quality of service data comprising service transaction records, each service transaction record including a source ID identifying a service rendering entity, a channel ID identifying a communications channel associated with a rendered service transaction, and at least one factor value associated with the rendered service transaction;

15 storing, by a raw service data store comprising one or more tables, the received quality of service data; and

20 computing, by an index aggregator, a service index based upon the quality of service data maintained by the raw service data store and an index definition, and wherein the index definition specifies a set of index components and a component weighting definition.

17. The method of claim 16 further comprising, specifying via a subscriber interface, a service transaction index to be reported by the index aggregator.

25 18. The method of claim 17 wherein the subscriber interface includes a customization component enabling a user to specify a customized index including a set of component data definitions differing from a pre-programmed index.

30 19. The method of claim 17 wherein the subscriber interface includes a customization component enabling a user to define a customized index including a component weighting definition differing from a pre-programmed index.

20. The method of claim 16 wherein the set of index components comprise both internal and external index components.